

San Bernardino County AJCC Hallmarks of Excellence Certification

Onsite Evaluation Agenda – Wednesday, March 14, 2018

- 8:30am Entry meeting with AJCC management and WDD Administration to introduce Certification Task Force and review approach.
- 9:00am AJCC Staff/Partner Presentation ~ “Hallmarks Highlights”
- 10:00am Walk-through the AJCC, as a customer might experience the service delivery flow and referrals during the customer’s first visit.
- 10:45am Break
- 11:00am Interviews with AJCC staff, including partners and personnel from management level to front-line service delivery level.
- 12:00pm Working Lunch – Review observations
- 1:00pm Interviews with a sample of employer and job seeker customers.
- 2:45pm Break
- 3:00pm Walk-through AJCC facilities, layout, infrastructure, accessibility and signage.
- 3:45pm The Certification Task Force will meet to reach consensus on its observations, and identify any additional information required to make a preliminary recommendation.

Onsite Evaluation Agenda – Thursday, March 15, 2018

- 8:30am The Certification Task Force will collaboratively complete the Hallmarks of Excellence criteria matrix with continuous improvement goals and recommendations. Recommendations will include target dates. Should the AJCC system not meet the requirements for certification, the matrix will include detailed and specific recommendations for improvement and technical assistance.
- 11:00am The Certification Task Force will conduct a debrief/exit meeting with AJCC management and WDD Administration to share its rankings and recommendations and discuss next steps to support continuous improvement.

If the Certification Task Force determines that additional information or follow-up questions are needed, the One-Stop Operator will contact the AJCC management team by phone or email as quickly as possible following the onsite visit.

The WDB Executive Committee will consider the Certification Task Force recommendations at its April 11, 2018 meeting. If the Executive Committee recommends certification to the WDB, the Committee’s decision will be brought to the WDB’s Full Board on April 18, 2018 for action to formally adopt the certification decision.

The WDB’s certification decision will be made and formally shared with the WVAJCC and entire AJCC System following the WDB Full Board meeting.